

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant :	Kumar et al.	Art Unit :	2171
Serial No. :	10/723,742	Examiner :	Gregory J. Vaughn
Filed :	November 26, 2003	Conf. No. :	9947
Title :	COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE		

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF DECEMBER 27, 2006, AND SUMMARY OF
EXAMINER INTERVIEW

Please amend the above-identified application as follows: